


Scorecard >

1.0 Customer	Actual	Goal	As of Date
<u>ED 2.3 Consumer education and outreach programs - CSD</u>			
 <u>Consumer education programs conducted, community events attended, newsletters issued, media contacts, and press releases issued</u>	97	28	FY06 Q3
 <u>Money management attendees reporting improved skills</u>	97	29	FY06 Q3
<u>ED 3.1 Agricultural Industry training - CSD</u>			
 <u>Clients reporting improved skills (production/crop protection techniques and ag. business practices)</u>	136	123	FY06 Q3
<u>ED 4.2 Customer-friendly environment for regulated businesses - CSD</u>			
 <u>Renewal licenses issued within 14 calander days (Consumer Protection Division)</u>	81 %	90 %	FY06 Q3
 <u>Average waiting time at the for-hire vehicle inspection station</u>	18	50	FY06 Q3
<u>HH 3.3 Youth education programs - CSD</u>			
 <u>4H leadership and life skills program participants improving skills</u>	970	469	FY06 Q3
<u>HH 4.1 Food and family nutrition programs - CSD</u>			
 <u>Food safety and nutrition program participants improving skills</u>	0	29	FY06 Q3
 <u>Low-income nutrition, health and food purchasing program participants improving skills</u>	1,929	750	FY06 Q3
<u>HH 4.2 Wheelchair accessible taxicab program - CSD</u>			
 <u>Wheelchair accessible taxicab licenses issued</u>	54	54	FY06
<u>NU 2.2 Website access to information and services - CSD</u>			
 <u>Unique visitor website hits</u>	18,007	15,000	FY06 Q3
<u>NU 2.3 Consumer assistance/mediation - CSD</u>			
 <u>Average days to close a consumer complaint</u>	34	30	FY06 Q3
<u>Consumer complaints received per quarter</u>	918	n/a	FY06 Q3
<u>Consumer refunds recovered</u>	118,838	n/a	FY06 Q3
 <u>Mediation center calls answered within 30 seconds</u>	90 %	90 %	FY06 Q3
<u>NU 3.1 Marine resource, plant maintenance, and pesticide training - CSD</u>			
 <u>Pesticide safety educational program participants increasing skills</u>	101	61	FY06 Q3
 <u>Plant selection and maintenance program participants improving skills</u>	258	244	FY06 Q3
 <u>Resident and marine industry resource management educational program participants improving skills</u>	83	66	FY06 Q3
<u>NU 5.1 Neighborhood enhancement</u>			
 <u>Plant selection and landscape maintenance trainees improving skills</u>	235	75	FY06 Q3
<u>Customer Satisfaction Surveys - CSD</u>			
 <u>Customer satisfaction commerical and public landscape maintenance workshop attendees-monthly</u>	4.5	4.0	Jun 2006
 <u>Customer satisfaction at small claims clinics</u>	4.90	4.00	FY06 Q3
<u>Customer satisfaction of individuals using the for-hire inspection station</u>	n/a	n/a	FY06 Q3
 <u>Customer satisfaction of businesses that were inspected (Consumer Protection)</u>	4.90	4.00	FY06 Q3
 <u>Customer satisfaction of individuals that file a complaint with the mediation center</u>	4.30	4.00	FY06 Q3
 <u>Customer satisfaction of resource management educational program attendees</u>	4.30	4.00	FY06 Q3
 <u>Customer satisfaction of money management workshop attendees</u>	4.50	4.00	FY06 Q3

Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees	4.70	4.00	FY06 Q3
Customer satisfaction of 4H leadership and life skills educational program attendees	4.80	4.00	FY06 Q3
Customer satisfaction of food safety and nutrition program attendees	n/a	n/a	FY06 Q3
Customer satisfaction of nutrition, health and food purchasing program attendees	4.80	4.00	FY06 Q3
Customer satisfaction of commercial and public landscape maintenance workshop attendees	4.50	4.00	FY06 Q3

[Super Bowl Preparation](#)

2.0 Financial	ADD		
	Actual	Goal	As of Date
Meet Budget Targets (Consumer Services)			
Revenue: Total (Consumer Services)	\$2,816	\$1,605	FY06 Q3
Expen: Total (Consumer Services)	\$1,858	\$2,878	FY06 Q3

3.0 Internal	ADD		
	Actual	Goal	As of Date
ES 1.1 Licensing, chauffeur training, inspection, and collection standards - CSD			
Collections files that do not receive follow-up actions within 60 days (CSD)	9 %	10 %	FY06 Q3
New collection files acted on within 10 days of receipt	100 %	90 %	FY06 Q3
Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning	100 %	95 %	FY06 Q3
Consumer protection inspections completed within 10 days of referral from licensing	98 %	90 %	FY06 Q3
Motor vehicle repair facilities inspected per enforcement officer per quarter	357	315	FY06 Q3
Locksmith and moving businesses inspected per quarter	84	81	FY06 Q3
Average number of consumer protection code provision inspections per enforcement officer per day	21	14	FY06 Q3
Late renewal and incomplete application warnings within 20 days of a referral from the licensing section	98 %	90 %	FY06 Q3
Average number of cable inspections per quarter	203	270	FY06 Q3
Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day	28	26	FY06 Q3
Department Staffing			
CSD Budgeted Positions Filled	117	122	FY06 Q3
CSD Enterprise Database Project			

4.0 Learning and Growth	ADD		
	Actual	Goal	As of Date
ED 2.3 Better informed employees			
Employee newsletters published Quarterly	1	1	FY06 Q3

Scorecard Details >

Exception Report	Owners	Monitors	EXPLORE
Scorecard Name:	Consumer Services	Goderich, Mario Peel, Cathy Leahy, David Smilke, Patrick	
Description:		Pybas, Don Mora, Joe Flevaris, Bobby	

Parent Scorecards	Child Scorecards	LINKS
ACM Scorecard - Hudak, Alina	CSD Administration Cooperative Extension	

Consumer Services

Business Plan Report

Economic Development

Health & Human Services

Neighborhood & UA Muni Services

Enabling Strategies

Customer

Objective Name	Owner(s)
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ED 2.3 Consumer education and outreach programs - CSD	Mario Goderich
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Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Lead the coordination of economic development activities throughout Miami-Dade County

Parent Objectives

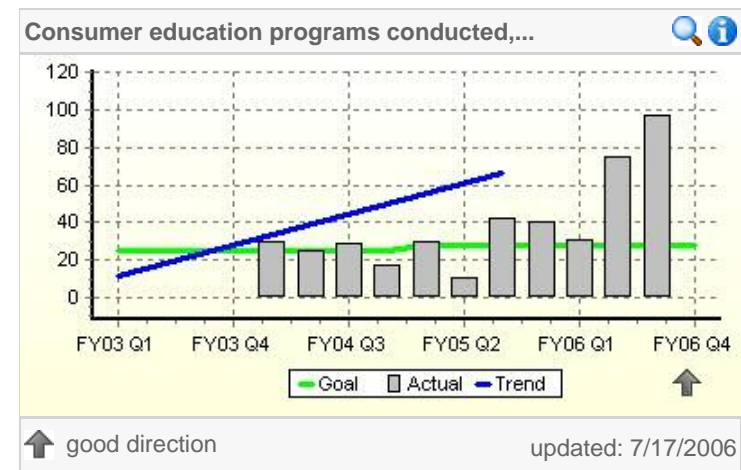
(ED2.3) Better informed clients served by various assistance programs

Measures	Owner(s)
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Consumer education programs conducted, community events attended, newsletters issued, media contacts, and press releases issued	Mario Goderich Cathy Peel Don Pybas
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Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Consumer education programs conducted, community events attended, newsletters issued, media contacts, and press releases issued-monthly	28	n/a	Jun 2006

Money management attendees reporting improved skills	Mario Goderich Don Pybas
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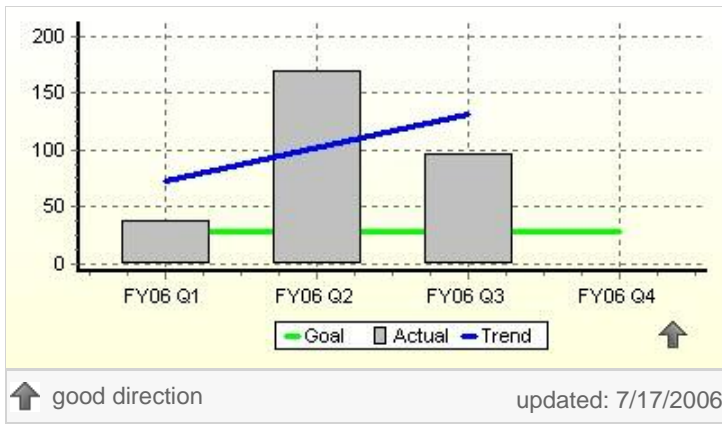
Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Money Management attendees reporting improved skills - monthly	0	n/a	Jun 2006
Customer satisfaction of money management workshop attendees	4.50	4.00	FY06 Q3



Objective Name	Owner(s)
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ED 3.1 Agricultural Industry training - CSD

Mario Goderich

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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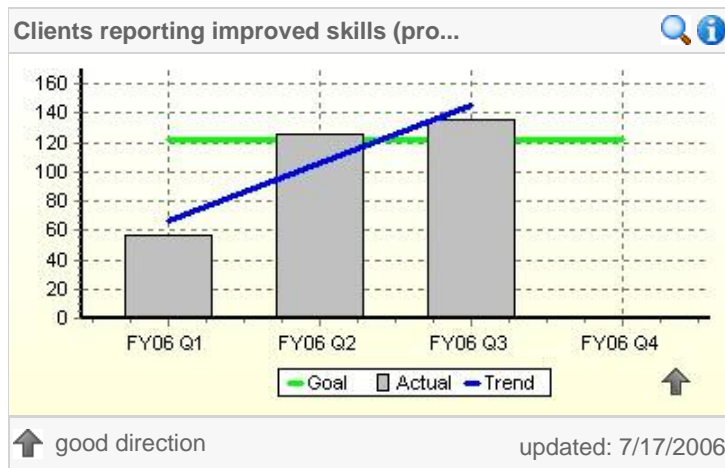
Parent Objectives

Measures	Owner(s)
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Clients reporting improved skills (production/crop protection techniques and ag. business practices)

Mario Goderich Don Pybas

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Clients reporting improved skills (production/crop protection techniques and ag. business practices)- monthly	15	n/a	Jun 2006
▲ Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees	4.70	4.00	FY06 Q3

Objective Name**Owner(s)**

ED 4.2 Customer-friendly environment for regulated businesses - CSD

Mario Goderich David Leahy

Initiatives Linked To Objective**Owner(s)****GrandParent Objectives**

Create a more business-friendly environment in Miami-Dade County

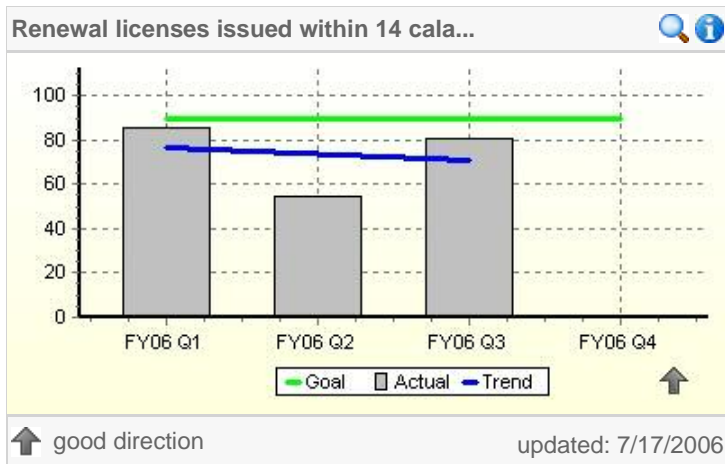
Parent Objectives

(ED4.2) Customer-friendly environment for regulated businesses and entities doing business with Miami-Dade County (priority outcome)

Measures**Owner(s)**

Renewal licenses issued within 14 calander days (Consumer Protection Division)

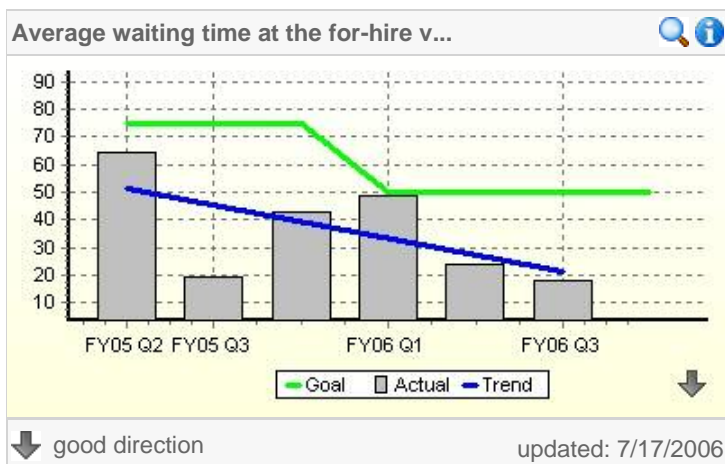
Mario Goderich David Leahy

Performance Graph**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Renewal licenses issued within 14 calander days (Consumer Protection Division- monthly)	82 %	n/a	Jun 2006
Customer satisfaction of businesses and individuals that apply for licenses in person (Consumer Protection Division)	5.00	4.00	FY06 Q3
Customer satisfaction of businesses and individuals that apply for licenses by mail (Consumer Protection Division)	4.90	4.00	FY06 Q3

Average waiting time at the for-hire vehicle inspection station

Mario Goderich

Performance Graph**Initiatives Linked To Measure****Owner(s)****Child Measures Linked To Measure**

	ACTUAL	GOAL	DATE
Average waiting time at the for-hire vehicle inspection station-monthly	15	n/a	Jun 2006
Customer satisfaction of individuals using the for-hire inspection station	n/a	n/a	FY06 Q3

Objective Name	Owner(s)
HH 3.3 Youth education programs - CSD	Mario Goderich Don Pybas

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measures	Owner(s)
4H leadership and life skills program participants improving skills	Mario Goderich Don Pybas

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure	ACTUAL	GOAL	DATE
4H leadership and life skills program participants improving skills-monthly	78	n/a	Jun 2006
<div>▲</div> Customer satisfaction of 4H leadership and life skills educational program attendees	4.80	4.00	FY06 Q3

Objective Name	Owner(s)
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HH 4.1 Food and family nutrition programs - CSD

Mario Goderich

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

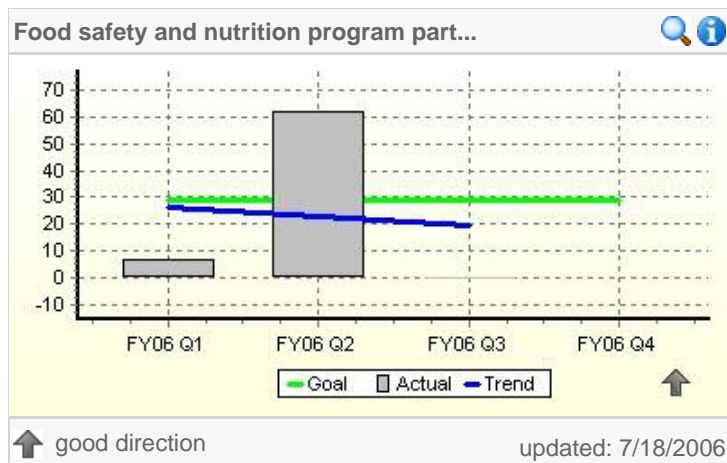
Parent Objectives

Measures	Owner(s)
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Food safety and nutrition program participants improving skills

Mario Goderich Don Pybas

Performance Graph



Initiatives Linked To Measure	Owner(s)
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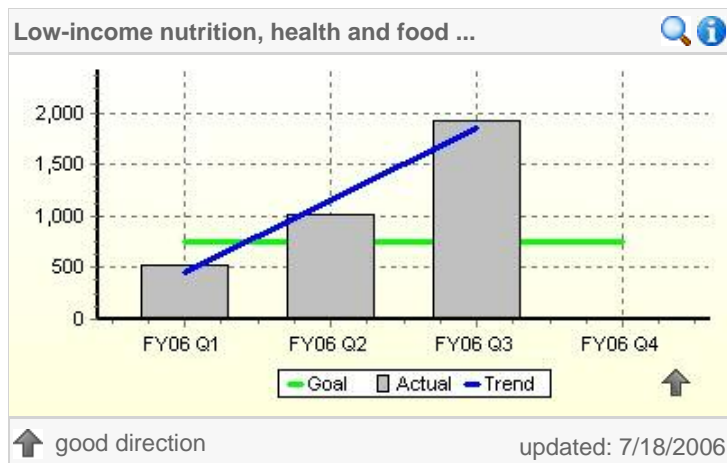
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Food safety and nutrition program participants improving skills-monthly	0	n/a	Jun 2006
Customer satisfaction of food safety and nutrition program attendees	n/a	n/a	FY06 Q3

Low-income nutrition, health and food purchasing program participants improving skills

Mario Goderich

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Low-income nutrition, health and food purchasing program participants improving skills-monthly	816	n/a	Jun 2006
Customer satisfaction of nutrition, health and food purchasing program attendees	4.80	4.00	FY06 Q3

Objective Name	Owner(s)
HH 4.2 Wheelchair accessible taxicab program - CSD	Mario Goderich Joe Mora

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measures	Owner(s)
Wheelchair accessible taxicab licenses issued	Mario Goderich Joe Mora

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Objective Name	Owner(s)
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NU 2.2 Website access to information and services - CSD

Mario Goderich Patrick Smilke

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

Measures	Owner(s)
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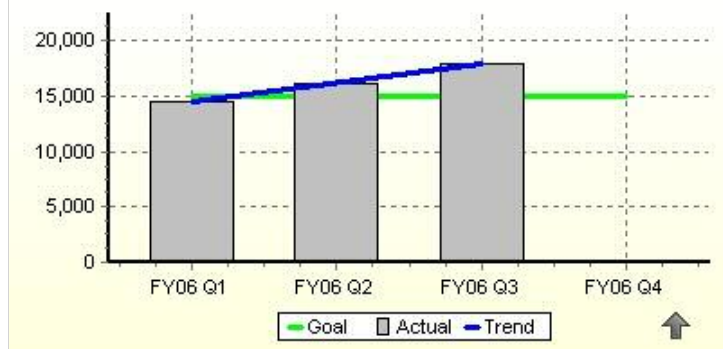
Unique visitor website hits

Mario Goderich Patrick Smilke

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Unique visitor website hits



↑ good direction

updated: 7/18/2006

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Unique visitor website hits-monthly	6,397	5,000	Jun 2006

Objective Name	Owner(s)
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NU 2.3 Consumer assistance/mediation - CSD	Mario Goderich David Leahy
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Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

Parent Objectives

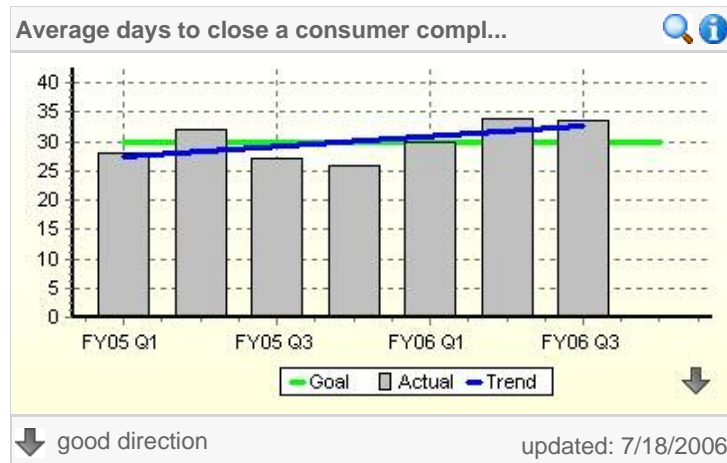
Measures	Owner(s)
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Average days to close a consumer complaint	Mario Goderich David Leahy
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Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure



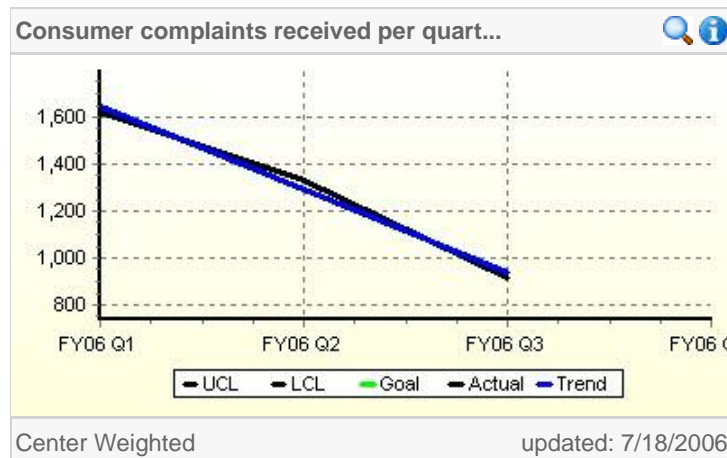
	ACTUAL	GOAL	DATE
Average days to close a consumer complaint-monthly	33	n/a	Jun 2006

Consumer complaints received per quarter	Mario Goderich
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Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure



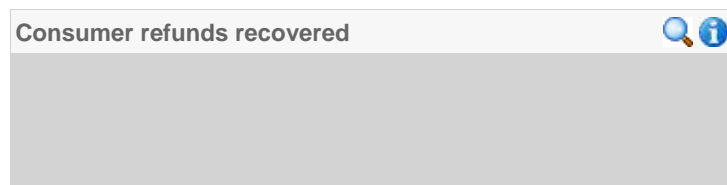
	ACTUAL	GOAL	DATE
Consumer complaints received per month	335	n/a	Jun 2006

Consumer refunds recovered	Mario Goderich
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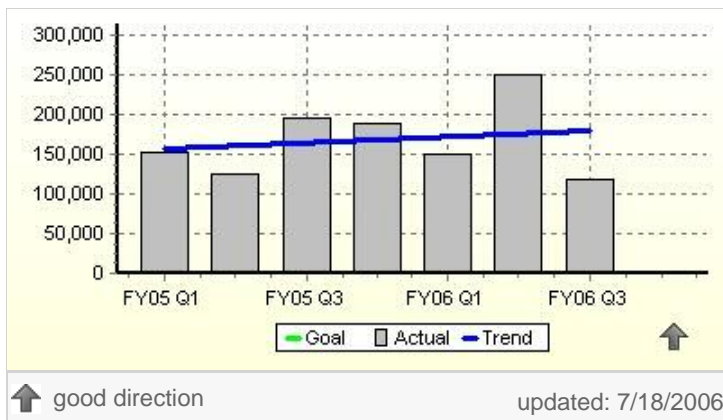
Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure



	ACTUAL	GOAL	DATE
Consumer refunds recovered-monthly	27,439	n/a	Jun 2006
Customer satisfaction of	4.30	4.00	FY06 Q3

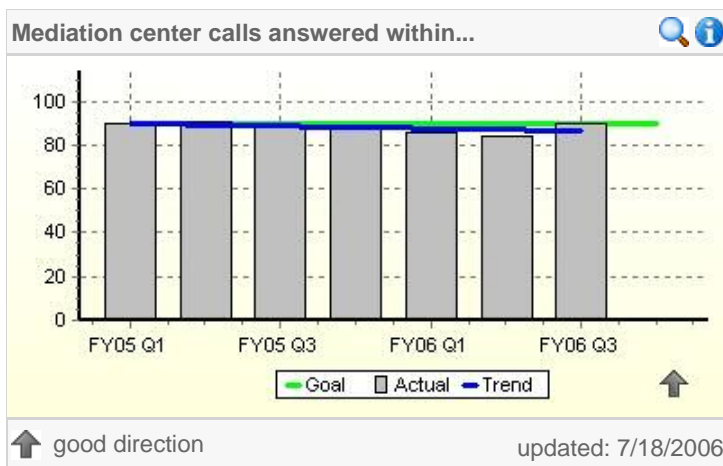


individuals that file a complaint with the mediation center

Mediation center calls answered within 30 seconds

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Mediation center calls answered within 30 seconds-monthly	92	n/a	Jun 2006

Objective Name	Owner(s)
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NU 3.1 Marine resource, plant maintenance, and pesticide training - CSD

Mario Goderich Don Pybas

Initiatives Linked To Objective	Owner(s)
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GrandParent Objectives

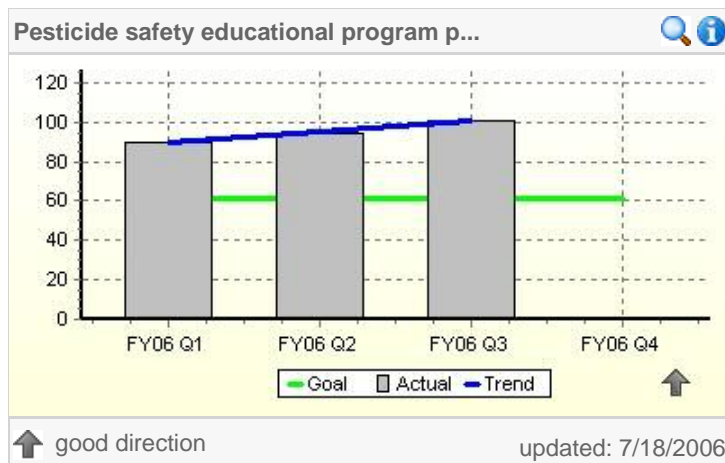
Parent Objectives

Measures	Owner(s)
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Pesticide safety educational program participants increasing skills

Mario Goderich

Performance Graph



Initiatives Linked To Measure	Owner(s)
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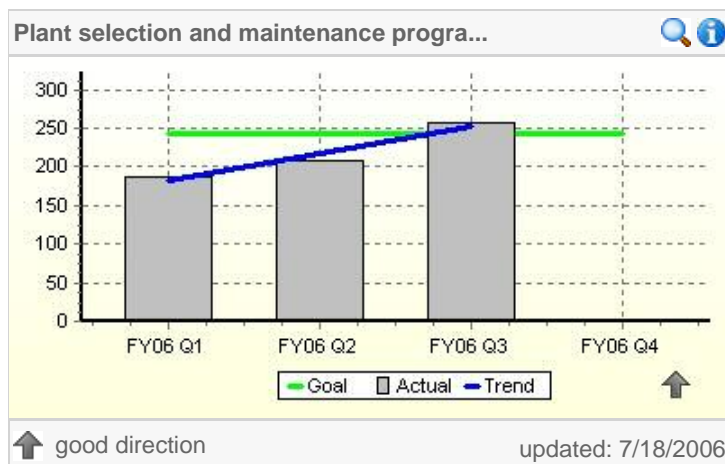
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Pesticide safety educational program participants increasing skills-monthly	28.00	n/a	Jun 2006
▲ Customer satisfaction of pesticide safety educational program attendees	4.50	4.00	FY06 Q3
▲ Customer satisfaction of pesticide safety educational program attendees-monthly	4.21	4.00	Jun 2006

Plant selection and maintenance program participants improving skills

Mario Goderich

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Residential plant selection and maintenance program participants improving skills-monthly	0.00	n/a	Jun 2006
▲ Customer satisfaction of resource management educational program attendees	4.30	4.00	FY06 Q3

Resident and marine industry resource management educational program participants improving skills

Mario Goderich

Performance Graph

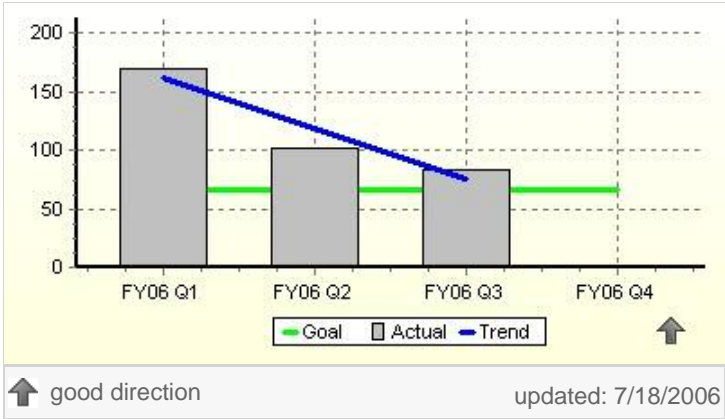


Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Resident and marine industry resource management	31	n/a	Jun 2006

educational program participants
improving skills-monthly

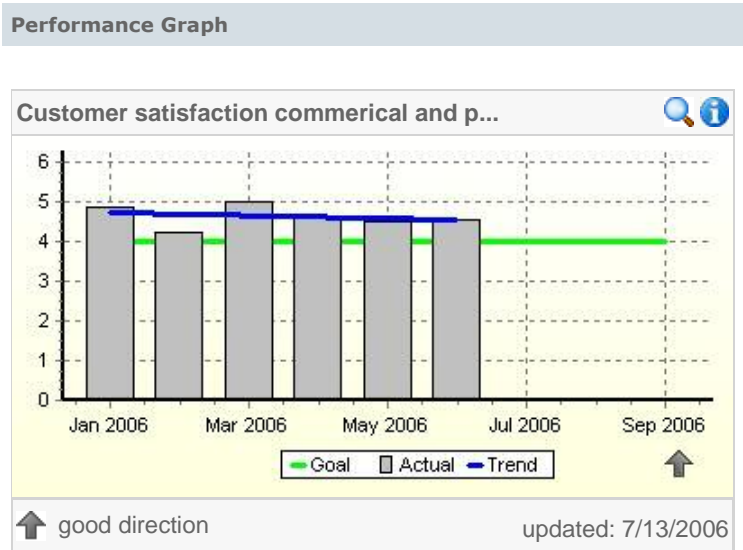


Objective Name	Owner(s)
Customer Satisfaction Surveys - CSD	Mario Goderich Cathy Peel

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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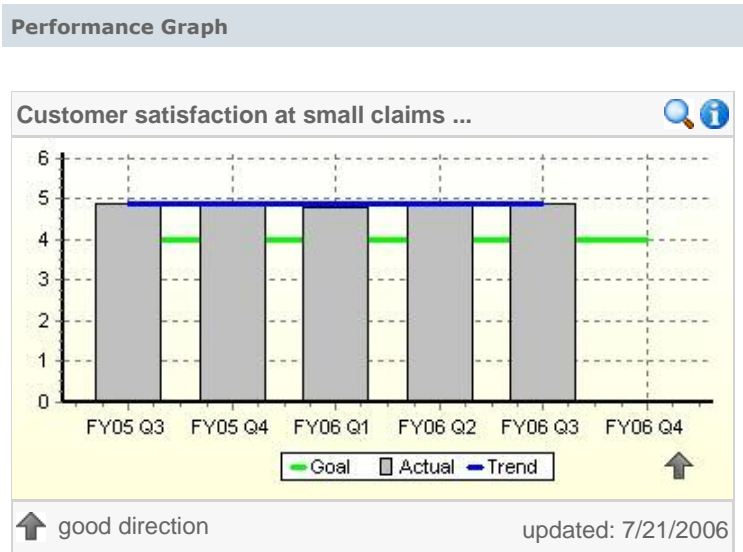
Parent Objectives

Measures	Owner(s)
Customer satisfaction commerical and public landscape maintenance workshop attendees-monthly	Mario Goderich Don Pybas



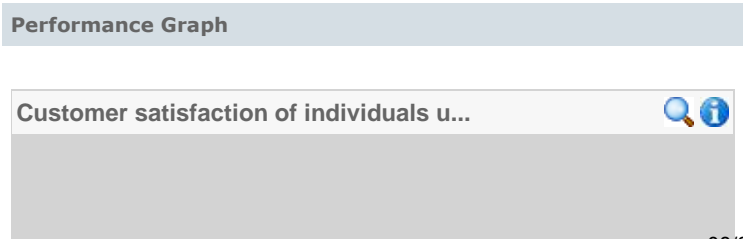
Initiatives Linked To Measure			Owner(s)
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Customer satisfaction at small claims clinics	Leonard Elias Mario Goderich
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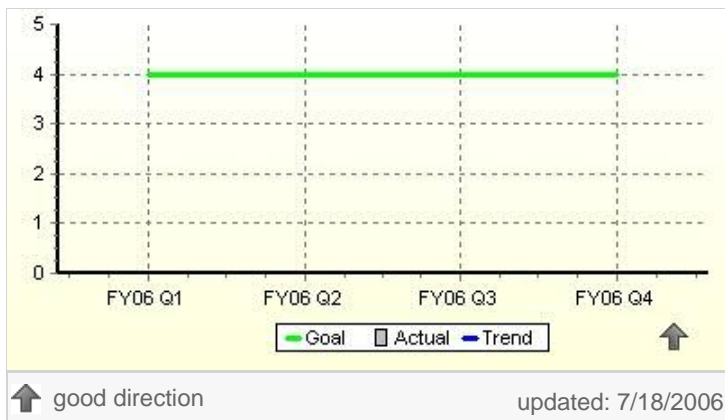


Initiatives Linked To Measure			Owner(s)
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE

Customer satisfaction of individuals using the for-hire inspection station	Mario Goderich
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Initiatives Linked To Measure		Owner(s)	
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Customer satisfaction of individuals using the for-hire	0	n/a	Jun 2006

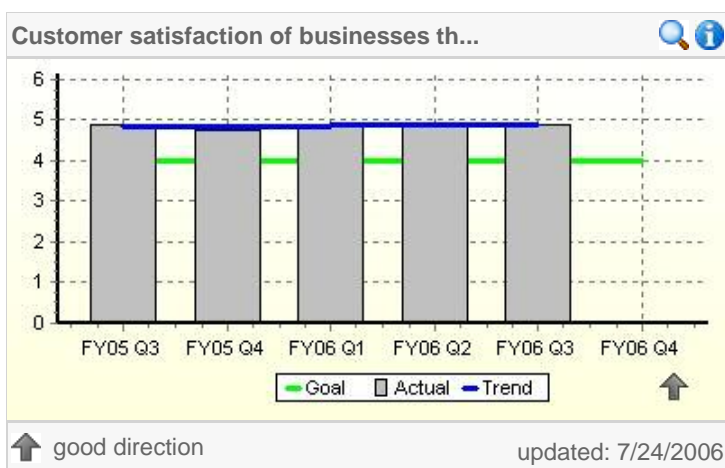


inspection station-monthly

Customer satisfaction of businesses that were inspected (Consumer Protection)

Mario Goderich David Leahy

Performance Graph



Initiatives Linked To Measure

Owner(s)

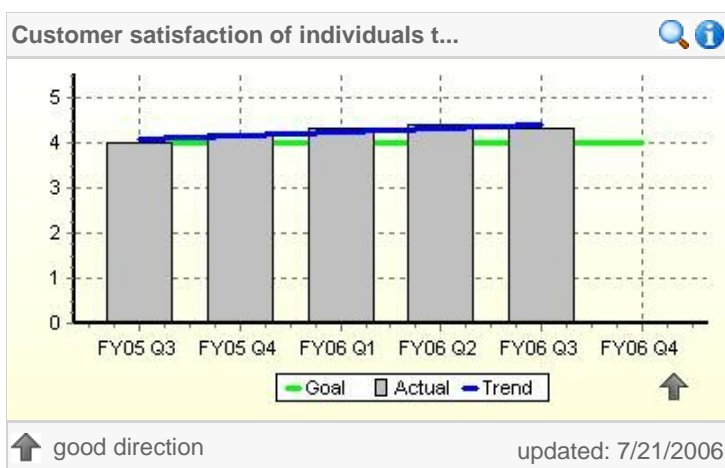
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Customer satisfaction of businesses that were inspected (Consumer Protection)-monthly	4.80	4.00	Jun 2006

Customer satisfaction of individuals that file a complaint with the mediation center

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
▲ Customer satisfaction of individuals that file a complaint with the mediation center-monthly	4.30	4.00	Jun 2006

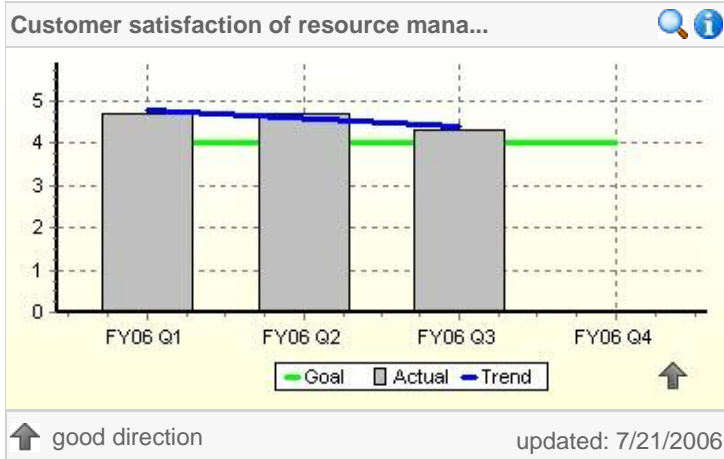
Customer satisfaction of resource management educational program attendees

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)



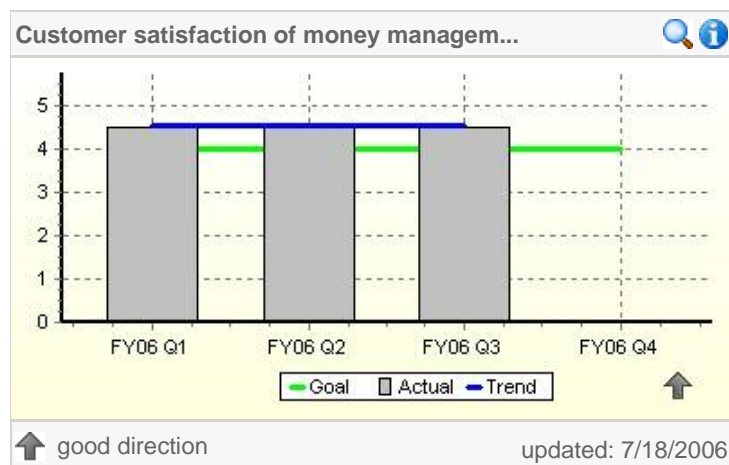
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of marine/resource management educational program attendees-monthly	4.30	4.00	Jun 2006

Customer satisfaction of money management workshop attendees

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

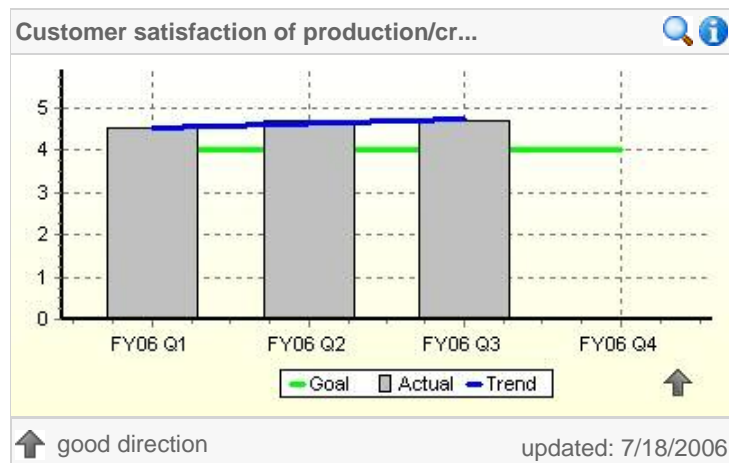
Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of money management workshop attendees -monthly	4.50	4.00	Jun 2006

Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

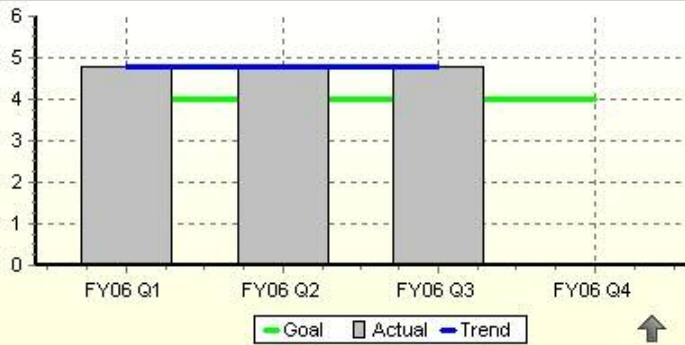
	ACTUAL	GOAL	DATE
Customer satisfaction of production/crop protection techniques and ag. business practices workshop attendees-monthly	4.70	4.00	Jun 2006

Customer satisfaction of 4H leadership and life skills educational program attendees

Mario Goderich

Performance Graph

Customer satisfaction of 4H leadership...



↑ good direction

updated: 7/18/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of 4H leadership and life skills educational program attendees-monthly	4.78	4.00	Jun 2006

Customer satisfaction of food safety and nutrition program attendees

Mario Goderich

Performance Graph

Customer satisfaction of food safety a...



↑ good direction

updated: 7/18/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of food safety and nutrition program attendees-monthly	n/a	n/a	Jun 2006

Customer satisfaction of nutrition, health and food purchasing program attendees

Mario Goderich

Performance Graph

Customer satisfaction of nutrition, he...



↑ good direction

updated: 7/21/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction of nutrition, health and food purchasing program attendees-monthly	4.60	4.00	Jun 2006

Customer satisfaction of commercial and public landscape maintenance workshop attendees

Mario Goderich Don Pybas

08/02/2006

Page 19 of 30

Performance Graph

Customer satisfaction of commercial an...



↑ good direction

updated: 7/21/2006

Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Customer satisfaction commercial and public landscape maintenance workshop attendees-monthly	4.5	4.0	Jun 2006

Objective Name	Owner(s)
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NU 5.1 Neighborhood enhancement

Mario Goderich Don Pybas

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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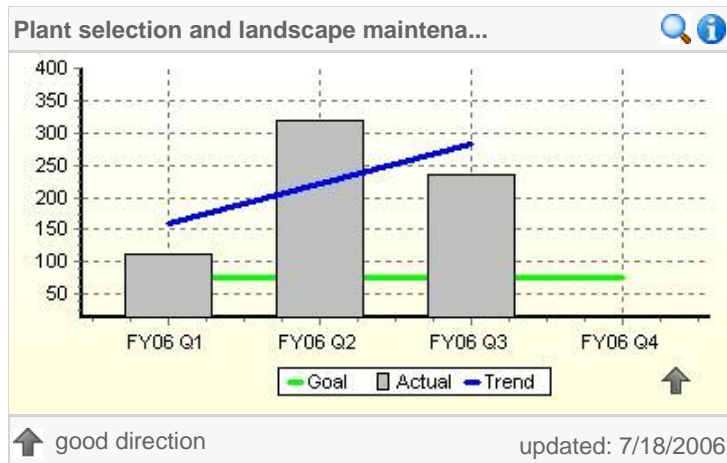
Parent Objectives

Measures	Owner(s)
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Plant selection and landscape maintenance trainees improving skills

Mario Goderich

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Commercial and public landscape maintenance trainees improving skills-monthly	82	n/a	Jun 2006

Objective Name	Owner(s)
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Super Bowl Preparation	Mario Goderich David Leahy Joe Mora
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Initiatives Linked To Objective	Owner(s)
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Super Bowl Preparation	Mario Goderich Joe Mora
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GrandParent Objectives

Parent Objectives

Measures	Owner(s)
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Financial

Objective Name		Owner(s)
Meet Budget Targets (Consumer Services)		Mario Goderich Cathy Peel
Initiatives Linked To Objective		Owner(s)
GrandParent Objectives		Planned necessary resources to meet current and future operating and capital needs (priority outcome)
Parent Objectives		(ES8.2.1) Meet Budget Targets
Measures		Owner(s)
Revenue: Total (Consumer Services)		Mario Goderich Cathy Peel
Total revenue in \$1,000s (from FAMIS)		
Performance Graph		
<div>Revenue: Total (Consumer Services)<div><div></div><div></div></div><div>↑ good directionupdated: 7/21/2006</div></div>		
Initiatives Linked To Measure		Owner(s)
Child Measures Linked To Measure		
		ACTUALGOALDATE

Expen: Total (Consumer Services)		Mario Goderich Cathy Peel
Total expenditures in \$1,000s (from roll-up of Personnel, Other Operating, and Capital)		
Performance Graph		
<div>Expen: Total (Consumer Services)<div><div></div><div></div></div><div>↓ good directionupdated: 1/24/2006</div></div>		
Initiatives Linked To Measure		Owner(s)
Child Measures Linked To Measure		
		ACTUALGOALDATE
▲	Expen: Personnel (Consumer Services)	\$1,868\$1,945FY06 Q3
▲	Expen: Other Operating (Consumer Services)	\$(13)\$918FY06 Q3
▲	Expen: Capital (Consumer Services)	\$3\$15FY06 Q3

Internal

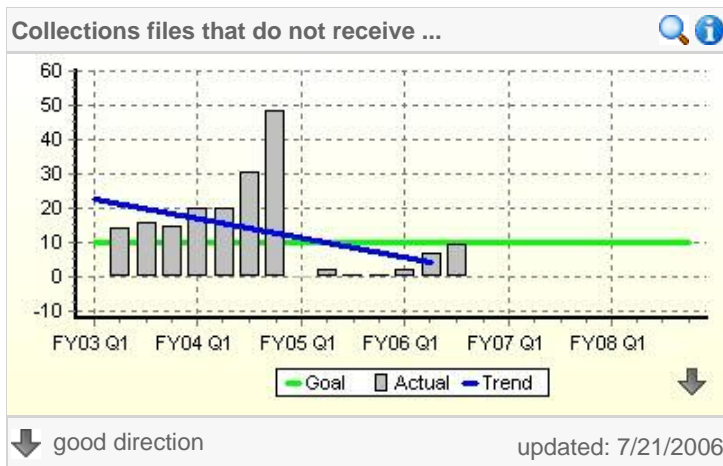
Objective Name	Owner(s)
ES 1.1 Licensing, chauffeur training, inspection, and collection standards - CSD	Mario Goderich David Leahy Joe Mora

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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Parent Objectives

Measures	Owner(s)
Collections files that do not receive follow-up actions within 60 days (CSD)	Mario Goderich

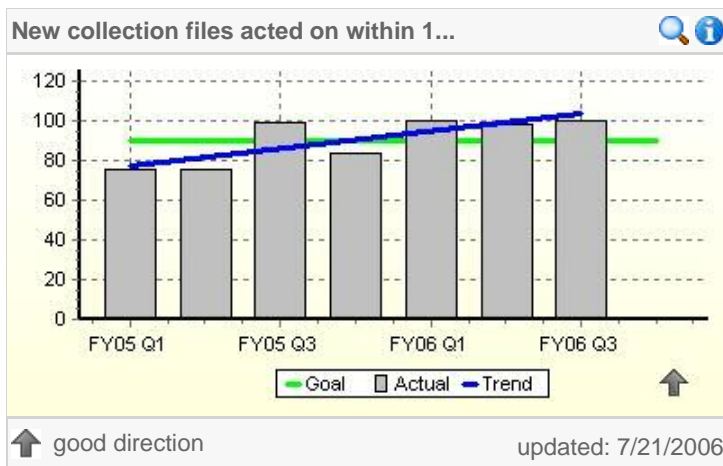
Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Collections files that do not receive follow-up actions within 60 days (CSD)-monthly	10	n/a	Jun 2006

New collection files acted on within 10 days of receipt

Performance Graph	Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure		ACTUAL	GOAL	DATE
	New collection files acted on within 10 days of receipt-monthly	100	90	Jun 2006

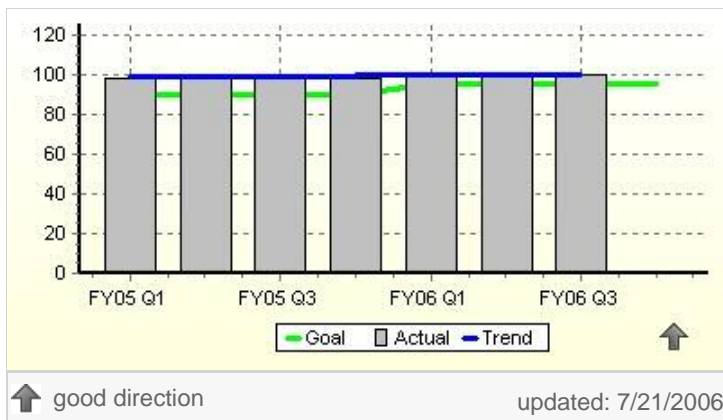
Unlicensed motor vehicle repair, locksmith, moving and towing businesses re-inspected within 20 days of issuing a warning	Mario Goderich
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Performance Graph	Initiatives Linked To Measure	Owner(s)
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Unlicensed motor vehicle repair, locks...



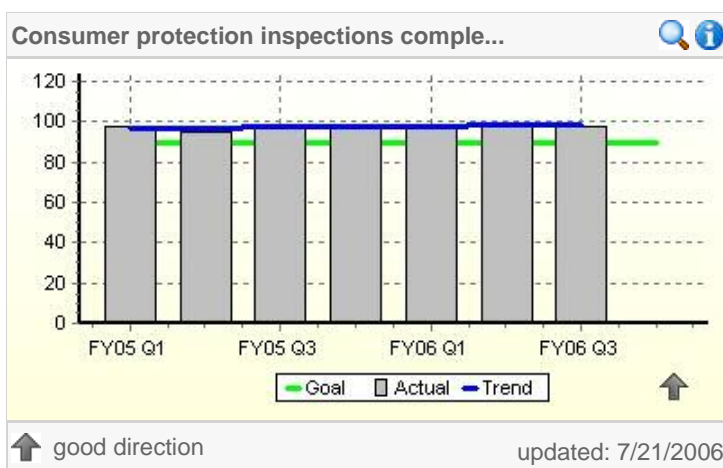

Child Measures Linked To Measure



Consumer protection inspections completed within 10 days of referral from licensing

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Consumer protection inspections completed within 10 days of referral from licensing-monthly	98	90	Jun 2006

Motor vehicle repair facilities inspected per enforcement officer per quarter

Mario Goderich

Performance Graph



Initiatives Linked To Measure

Owner(s)

Child Measures Linked To Measure

	ACTUAL	GOAL	DATE
Motor vehicle repair facilities inspected per enforcement officer per month	98	n/a	Jun 2006

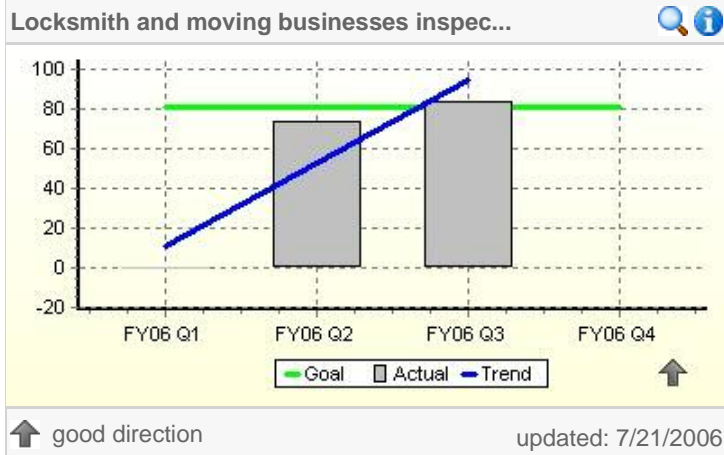
Locksmith and moving businesses inspected per quarter

Mario Goderich

Performance Graph

Initiatives Linked To Measure

Owner(s)

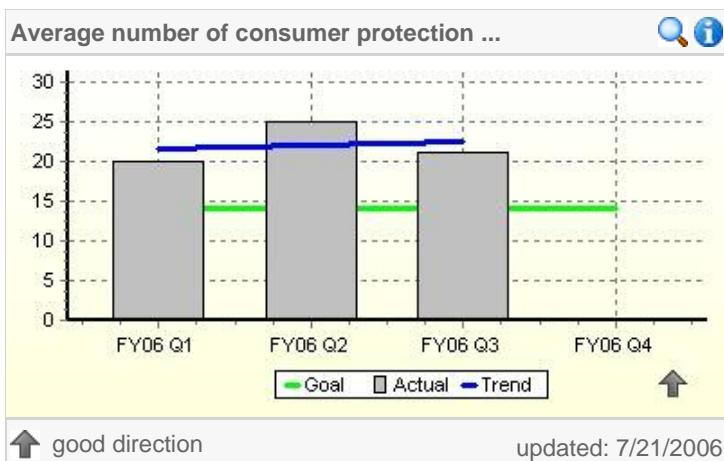


Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Locksmith and moving businesses inspected per month	28	n/a	Jun 2006

Average number of consumer protection code provision inspections per enforcement officer per day

Mario Goderich

Performance Graph



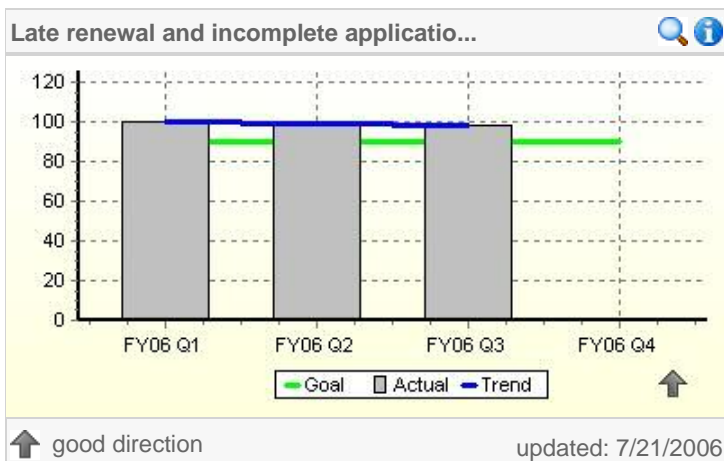
Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
Average number of consumer protection code provision inspections per enforcement officer per day -monthly	25	n/a	Jun 2006

Late renewal and incomplete application warnings within 20 days of a referral from the licensing section

Mario Goderich

Performance Graph



Initiatives Linked To Measure	Owner(s)
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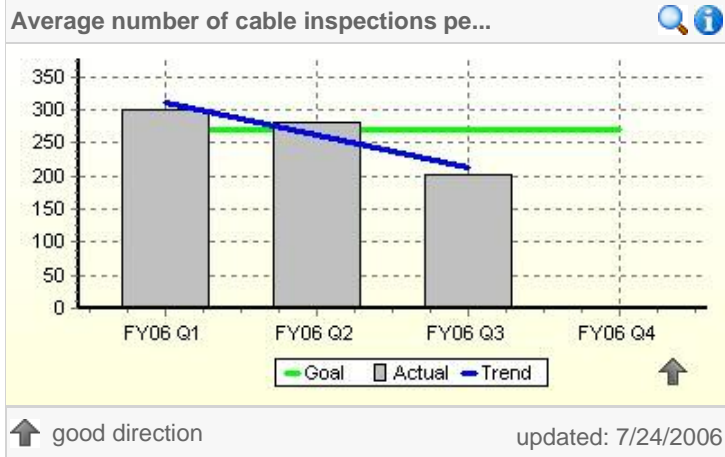
Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
▲ Late renewal and incomplete application warnings within 20 days of a referral from the licensing section-monthly	96	90	Jun 2006

Average number of cable inspections per quarter

Mario Goderich David Leahy

Performance Graph

Initiatives Linked To Measure	Owner(s)
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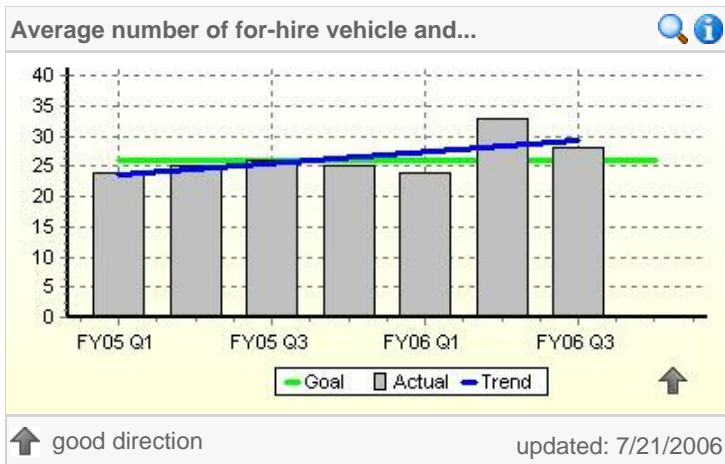


Child Measures Linked To Measure		
ACTUAL	GOAL	DATE

Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day

Mario Goderich

Performance Graph



Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE
▲ Average number of for-hire vehicle and chauffeur field contacts per enforcement officer per day-monthly	26	26	Jun 2006

Objective Name		Owner(s)
CSD Enterprise Database Project		Mario Goderich Cathy Peel
Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
Consumer Services Enterprise Database Project	Mario Goderich	
		Parent Objectives
Measures		Owner(s)

Objective Name	Owner(s)
Department Staffing	Bobby Flevaris Mario Goderich

Initiatives Linked To Objective	Owner(s)	GrandParent Objectives
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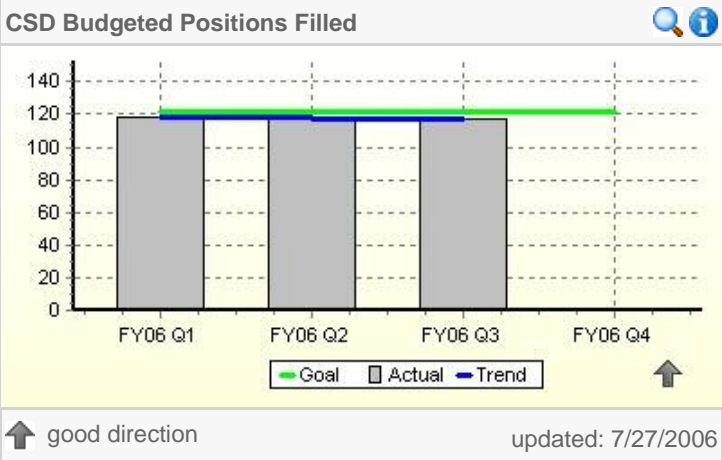
Parent Objectives

Measures	Owner(s)
CSD Budgeted Positions Filled	Mario Goderich

Performance Graph

Initiatives Linked To Measure	Owner(s)
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Child Measures Linked To Measure			
	ACTUAL	GOAL	DATE



Learning and Growth

Objective Name		Owner(s)
ED 2.3 Better informed employees		Mario Goderich Patrick Smilke
Initiatives Linked To Objective		Owner(s)
GrandParent Objectives		
Parent Objectives		
Measures		Owner(s)
Employee newsletters published Quarterly		Mario Goderich Patrick Smilke
Performance Graph		Initiatives Linked To Measure
		Owner(s)
Child Measures Linked To Measure		

Employee newsletters published Quarter...



The graph displays performance data for 'Employee newsletters published Quarterly' from FY06 Q1 to FY06 Q4. The Y-axis ranges from -0.2 to 1.2. A green horizontal line at 1.0 represents the Goal. Grey bars represent Actual data for FY06 Q2 and FY06 Q3, both at 1.0. A blue line represents the Trend, starting at 0.2 in FY06 Q1 and rising to 1.2 in FY06 Q4. A legend at the bottom identifies the Goal (green line), Actual (grey bar), and Trend (blue line). An upward arrow icon and the text 'good direction' are shown at the bottom left, and 'updated: 7/21/2006' is at the bottom right.

Quarter	Goal	Actual	Trend
FY06 Q1	1.0	0.0	0.2
FY06 Q2	1.0	1.0	0.6
FY06 Q3	1.0	1.0	1.0
FY06 Q4	1.0	0.0	1.2

↑ good direction

updated: 7/21/2006